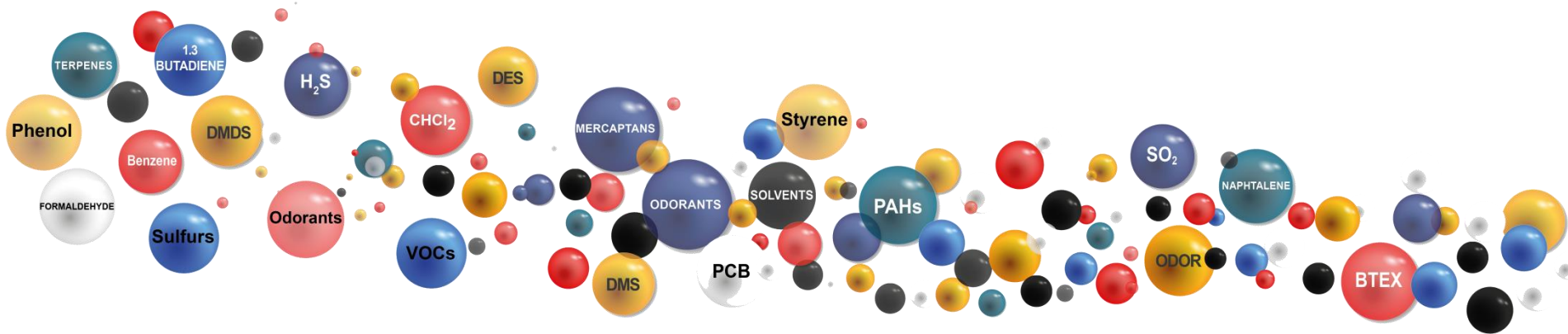




PAHs TO 14 AROMATICS TO 15 ODOR AMC SO₂ VOCs PCB OVOCs HYDRO-CARBONS SOLVENTS HALOGENATED PAMS 56 DIOXINS PRECURSORS BTEX

CUSTOMER SERVICE WEBSITE

<http://support.chromatotec.com>



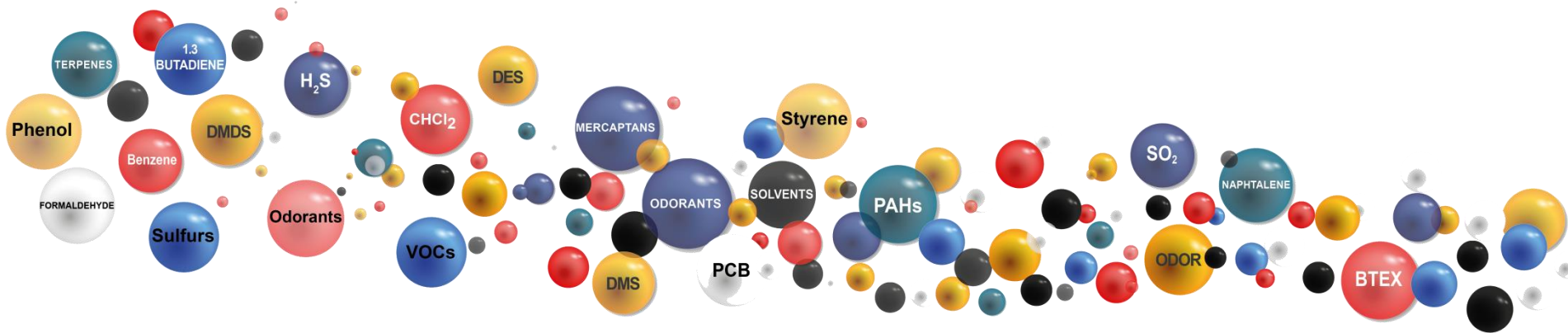
CUSTOMER SERVICE WEBSITE

WHY SHOULD I USE IT?

Why should I use it?

- **Reactivity.** Optimized response time by finding first answers on user manuals, FAQs, training documents and spare parts catalog (all immediately available on the internet).
- **Expertise.** New FAQs and Case Studies to be discovered. Training documents. Coming soon: check lists more maintenance kits (generators).
- **Greater flexibility.** Download the tutorial videos and follow them during the installations. You will feel as if we were there, supervising you.





CUSTOMER SERVICE WEBSITE

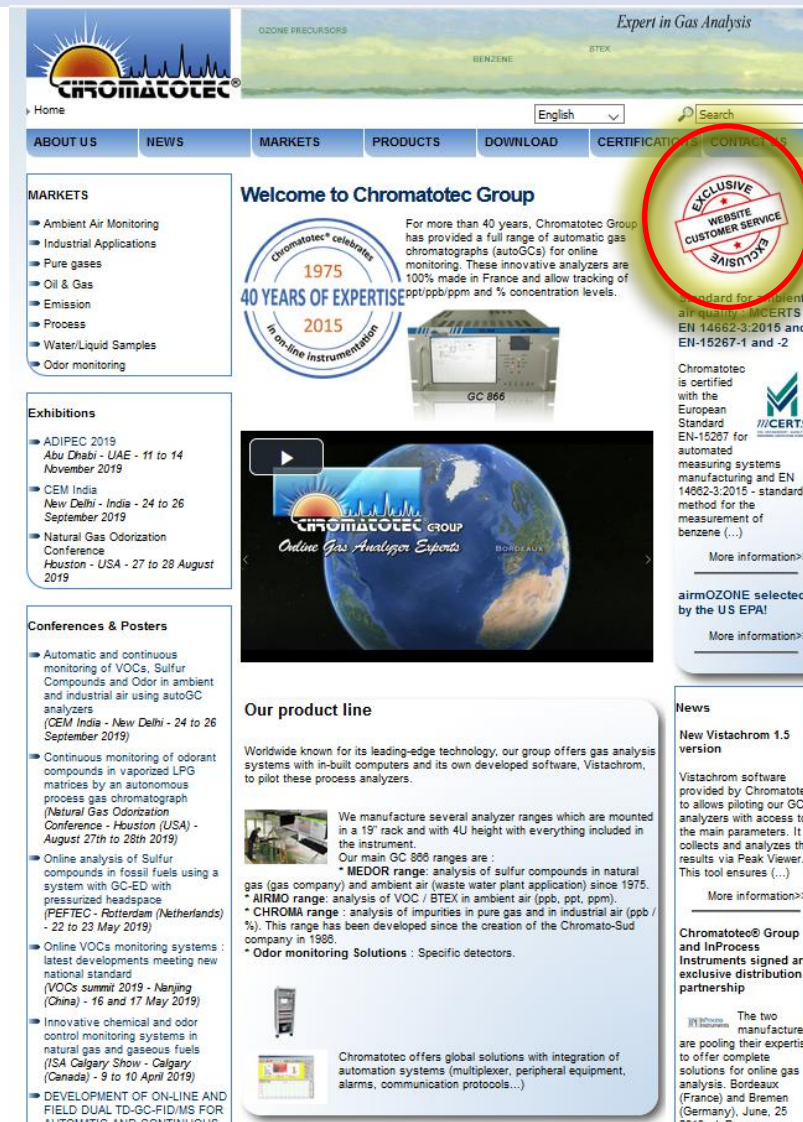
HOW TO ACCESS?

How to access?

- A. Open <http://support.chromatotec.com> on your computer, iPad or iPhone with internet access
- B. Use the direct link from the home page of <http://www.chromatotec.com>



How to access?



The screenshot shows the Chromatotec Group website. The header includes the company logo, a navigation menu (Home, ABOUT US, NEWS, MARKETS, PRODUCTS, DOWNLOAD, CERTIFICATION, CONTACT US), and a search bar. The main content area features a 'Welcome to Chromatotec Group' section with a 40th anniversary badge (1975-2015) and a video player. A red circle highlights a 'WEBSITE CUSTOMER SERVICE EXCLUSIVE' badge. The right sidebar contains information about certifications (EN 14682-3:2015 and EN-15267-1 and -2) and a 'More information' link. The bottom section lists 'Our product line' and 'News'.

MARKETS

- Ambient Air Monitoring
- Industrial Applications
- Pure gases
- Oil & Gas
- Emission
- Process
- Water/Liquid Samples
- Odor monitoring

Exhibitions

- ADIPEC 2019
Abu Dhabi - UAE - 11 to 14 November 2019
- CEM India
New Delhi - India - 24 to 26 September 2019
- Natural Gas Odorization Conference
Houston - USA - 27 to 28 August 2019

Conferences & Posters

- Automatic and continuous monitoring of VOCs, Sulfur Compounds and Odor in ambient and industrial air using autoGC analyzers (CEM India - New Delhi - 24 to 26 September 2019)
- Continuous monitoring of odorant compounds in vaporized LPG matrices by an autonomous process gas chromatograph (Natural Gas Odorization Conference - Houston (USA) - August 27th to 28th 2019)
- Online analysis of Sulfur compounds in fossil fuels using a system with GC-ED with pressurized headspace (PEFTEC - Rotterdam (Netherlands) - 22 to 23 May 2019)
- Online VOCs monitoring systems : latest developments meeting new national standard (VOCs summit 2019 - Nanjing (China) - 16 and 17 May 2019)
- Innovative chemical and odor control monitoring systems in natural gas and gaseous fuels (ISA Calgary Show - Calgary (Canada) - 9 to 10 April 2019)
- DEVELOPMENT OF ON-LINE AND FIELD DUAL TO-GC-FID/MS FOR AUTOMATIC AND CONTINUOUS

Welcome to Chromatotec Group

For more than 40 years, Chromatotec Group has provided a full range of automatic gas chromatographs (autoGCs) for online monitoring. These innovative analyzers are 100% made in France and allow tracking of ppt/ppb/ppm and % concentration levels.

GC 886

Our product line

Worldwide known for its leading-edge technology, our group offers gas analysis systems with in-built computers and its own developed software, Vistachrom, to pilot these process analyzers.

We manufacture several analyzer ranges which are mounted in a 19" rack and with 4U height with everything included in the instrument.

- * MEDOR range: analysis of sulfur compounds in natural gas (gas company) and ambient air (waste water plant application) since 1975.
- * AIRMO range: analysis of VOC / BTEX in ambient air (ppb, ppt, ppm).
- * CHROMA range : analysis of impurities in pure gas and in industrial air (ppb / %). This range has been developed since the creation of the Chromato-Sud company in 1986.
- * Odor monitoring Solutions : Specific detectors.

Chromatotec offers global solutions with integration of automation systems (multiplexer, peripheral equipment, alarms, communication protocols...)

News

New Vistachrom 1.5 version

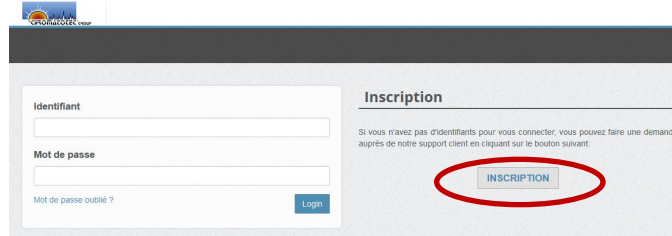
Vistachrom software provided by Chromatotec to allows piloting our GC analyzers with access to the main parameters. It collects and analyzes the results via Peak Viewer. This tool ensures (...)

Chromatotec® Group and InProcess Instruments signed an exclusive distribution partnership

The two manufacturers are pooling their expertise to offer complete solutions for online gas analysis. Bordeaux (France) and Bremen (Germany), June, 25 2019. (c) Process

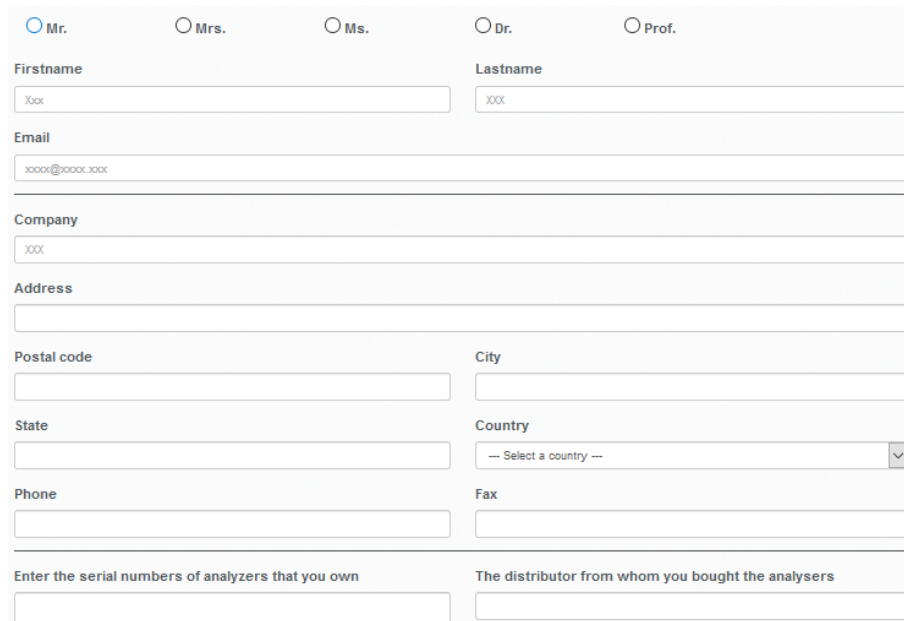
How to access?

Create you account:



The screenshot shows the Chromatotec website's login and registration interface. On the left, there is a login form with fields for 'Identifiant' (username) and 'Mot de passe' (password), a 'Login' button, and a link for 'Mot de passe oublié ?' (forgot password?). On the right, there is a registration section titled 'Inscription'. It contains a paragraph of text in French: 'Si vous n'avez pas d'identifiants pour vous connecter, vous pouvez faire une demande auprès de notre support client en cliquant sur le bouton suivant.' Below this text is a button labeled 'INSCRIPTION', which is circled in red.

— Fill the form and send



The registration form is divided into two columns. The top row contains radio buttons for selecting a title: Mr., Mrs., Ms., Dr., and Prof. Below this, the 'Firstname' and 'Lastname' fields are shown, each with a placeholder 'Xxx'. The 'Email' field has a placeholder 'xxxxx@xxxxx.xxx'. The 'Company' field has a placeholder 'XXX'. The 'Address' field is a single-line text input. The 'Postal code' and 'City' fields are shown side-by-side. The 'State' field is a single-line text input, and the 'Country' field is a dropdown menu with the text '--- Select a country ---'. The 'Phone' and 'Fax' fields are shown side-by-side. At the bottom, there are two fields: 'Enter the serial numbers of analyzers that you own' and 'The distributor from whom you bought the analysers'.

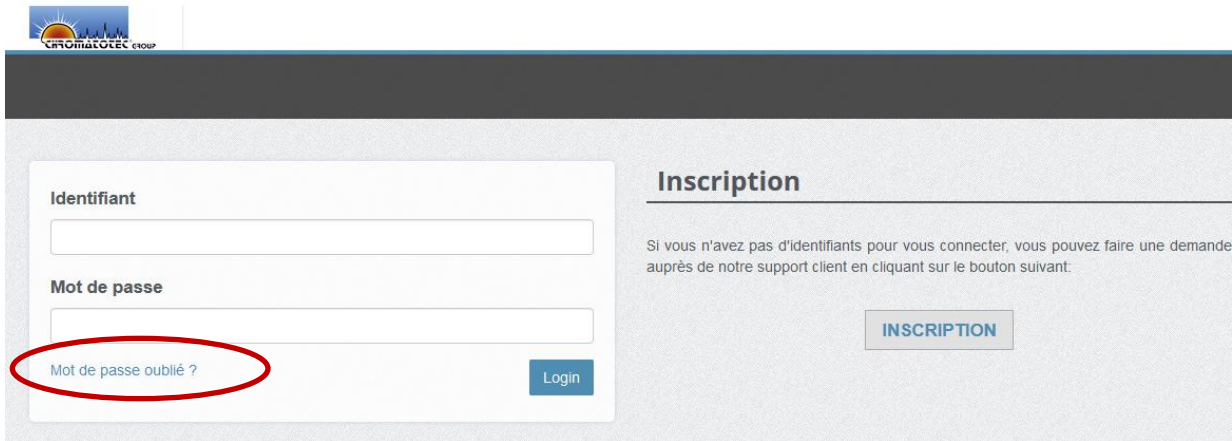
How to access?

Create your account:

- The distributor or client account will be created by a Chromatotec member
 - Restricted access for clients
- An automatic e-mail from with login and password will be sent

How to access?

Reset your password:



The screenshot shows the Chromatotec login page. On the left, there is a login form with two input fields: 'Identifiant' and 'Mot de passe'. Below the 'Mot de passe' field, there is a link 'Mot de passe oublié ?' which is circled in red. To the right of the login form is a blue 'Login' button. On the right side of the page, there is a section titled 'Inscription' with a description: 'Si vous n'avez pas d'identifiants pour vous connecter, vous pouvez faire une demande auprès de notre support client en cliquant sur le bouton suivant:'. Below this text is a grey 'INSCRIPTION' button.

Identifiant

Mot de passe

Mot de passe oublié ?

Login

Inscription

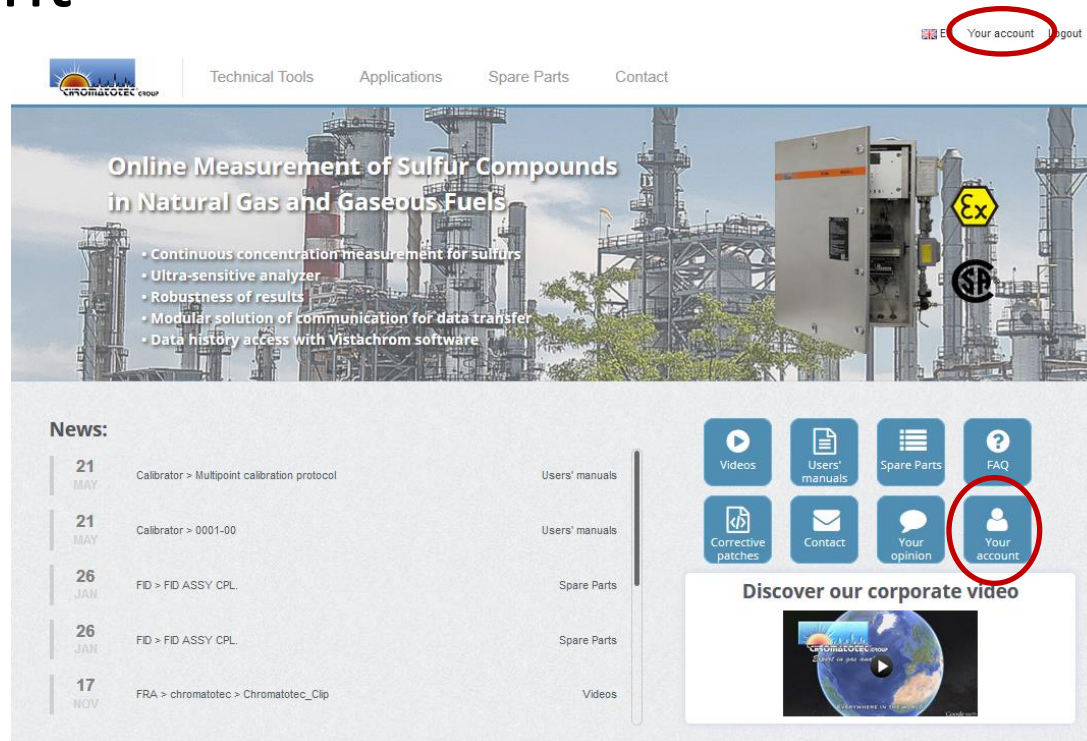
Si vous n'avez pas d'identifiants pour vous connecter, vous pouvez faire une demande auprès de notre support client en cliquant sur le bouton suivant:

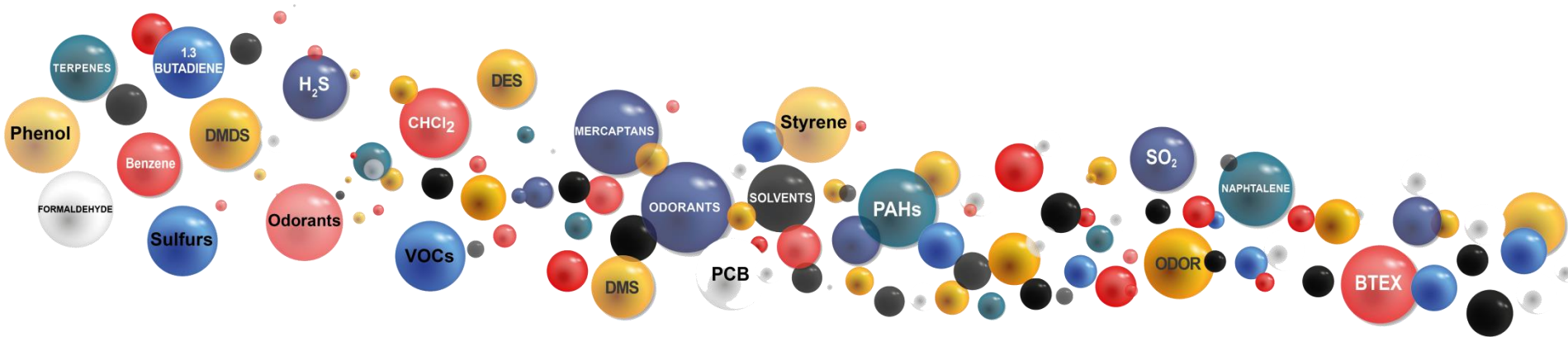
INSCRIPTION

How to access?

Modifying and existing account:

- Change information or password on “Your account”





CUSTOMER SERVICE WEBSITE

WHAT CAN I FOUND?

What can I found?

1. TECHNICAL TOOLS



- **Documentation**

- User's manuals
- Videos

Upload them or watch them directly on the website

- FAQs



- **Software**

- Corrective patches

What can I found?

2. APPLICATIONS

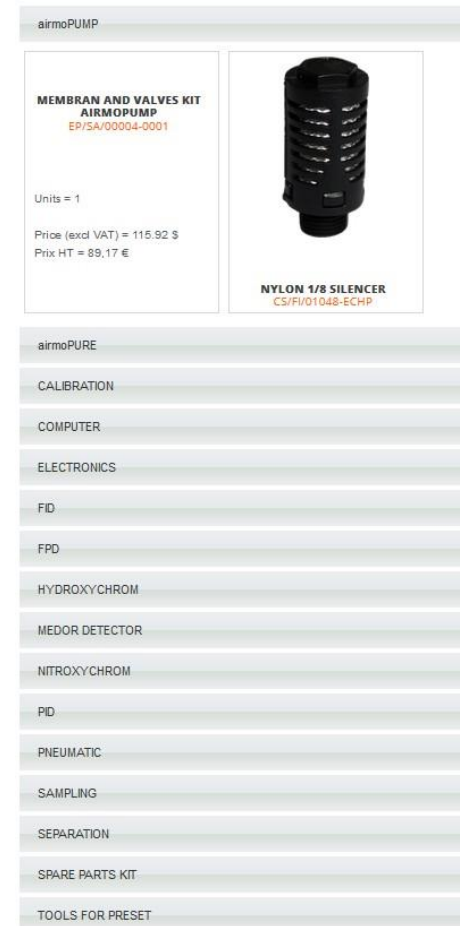


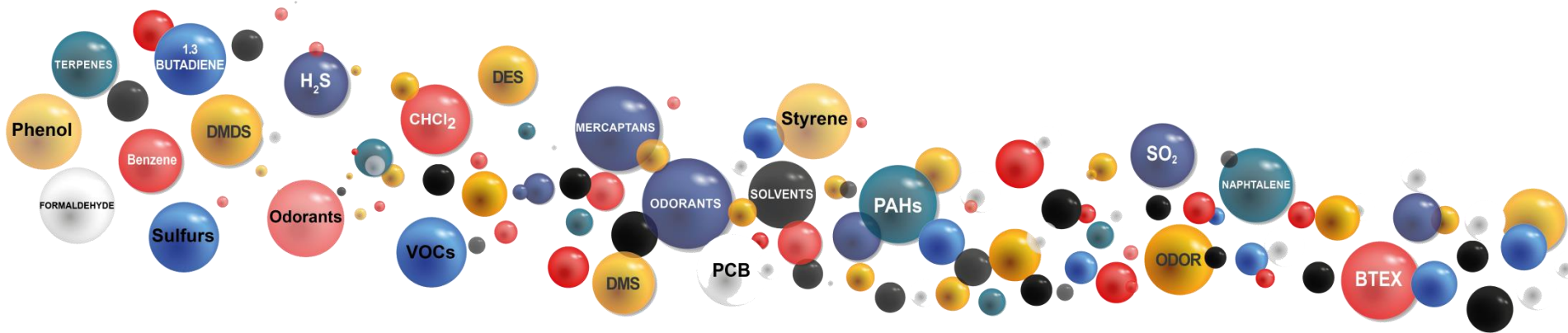
- **Documentation**
 - **Application documents** (Case Studies and Application Notes)
 - **Application table**
- **Technical training**
 - **Technical documents** (not available with client accounts)

What can I found?

3. SPARE PARTS CATALOG

- Make your own quotes
 - Send them to:
 - support@chromatotec.com
 - chromatotec@chromatotec.com
 - Shipment date will be given with the invoice
- Without prices for client accounts
- Also in dollars with the English interface





CUSTOMER SERVICE WEBSITE

CONTACT

Unseen or hopeless problems only:

Send the Analyzer State Report to support@chromatotec.com



Analyzer State Report

Zip file with the information
needed to diagnose and solve a
technical problem on a remote
device

<https://support.chromatotec.com/cat-training-documents.php>

<http://www.chromatotec.com/Team-AboutUs-50.html>

Analyzer State Report:

ANALYZER STATE REPORT


To diagnose and solve a technical problem on a remote device:

- Fill the information required in page 2 of this document. Normal conditions would be similar to those of the Quality Control report.
- Create a zip file called "yyyy-mm-#XXXXXXXXX_State_Report.zip" containing:
 - The Analyzer State Report
 - Config file in D:\Vistachrom\#XXXXXXXXX
 - Program file in D:\Vistachrom\#XXXXXXXXX
 - ".chrom" files in D:\Vistachrom\#XXXXXXXXX\Data or E:\Vistachrom\#XXXXXXXXX\Data
 - Error files in E:\Vistachrom\#XXXXXXXXX\Errors



- Send an e-mail to support@chromatotec.com with the zip file attached, describing the different modifications and operations done recently on your system.



Identification	Company	
	Country	
	Serial Number (SN)	
	Analyzer Model	
	Vistachrom version	
Gas supply	Chip version of the CPU board	
	Carrier gas	
	Source (if generator, provide SN)	
	Pressure (bar)	
	Quality	
Communication	Other gas used	
	Source (if generator, provide SN)	
	Pressure (bar)	
	Quality	
	Log on, clicking on 	
Team Viewer	Front panel LEDs lit	
	ID	
Running parameters	Password	
	Sampling flow (mL/min)	
	Head column pressure (hPa)	
	Column oven temperature (°C)	
	Detector temperature (°C)	
Internal calibration oven	Do you hear "pshhh" when the injection valve is actuating? ¹	
	$\Delta P = P_{\text{ambient}} - P_{\text{critical}}$ (hPa) ²	
	Permanent flow (mL/min)	
	Total dilution (mL/min)	
	Temperature (°C)	
Permeation tube	Serial Number	
	Standard	
	Retention time of the standard (s)	
	Stability over time	
Detection	Are the FID/FPD flames lit? ³	
	H ₂ flow (mL/min)	
	Air flow (mL/min)	
	Is the PID lamp lit?	
	Level of solution in the electrochemical detector	
	Presence of bubbles around the electrochemical detector grid	

Compare the values of with those of the **Quality Control report**

Contact



Online Gas Analyzer Experts



Problem with analyzer

Envoyé : jeu. 12/09/2019 12:04

À : Sara GUTIERREZ

Dear,

I need help with an instrument ASAP. Can you please check?

Team-viewer credentials:

- 708250076

- 7347

Thank you in advance,

Diego Suarez



DISTRIB - Error on airmoVOC C6-C12 #15756

Envoyé : jeu. 12/09/2019 13:05

À : Support Client

Message

ASR.zip (1 Mo)

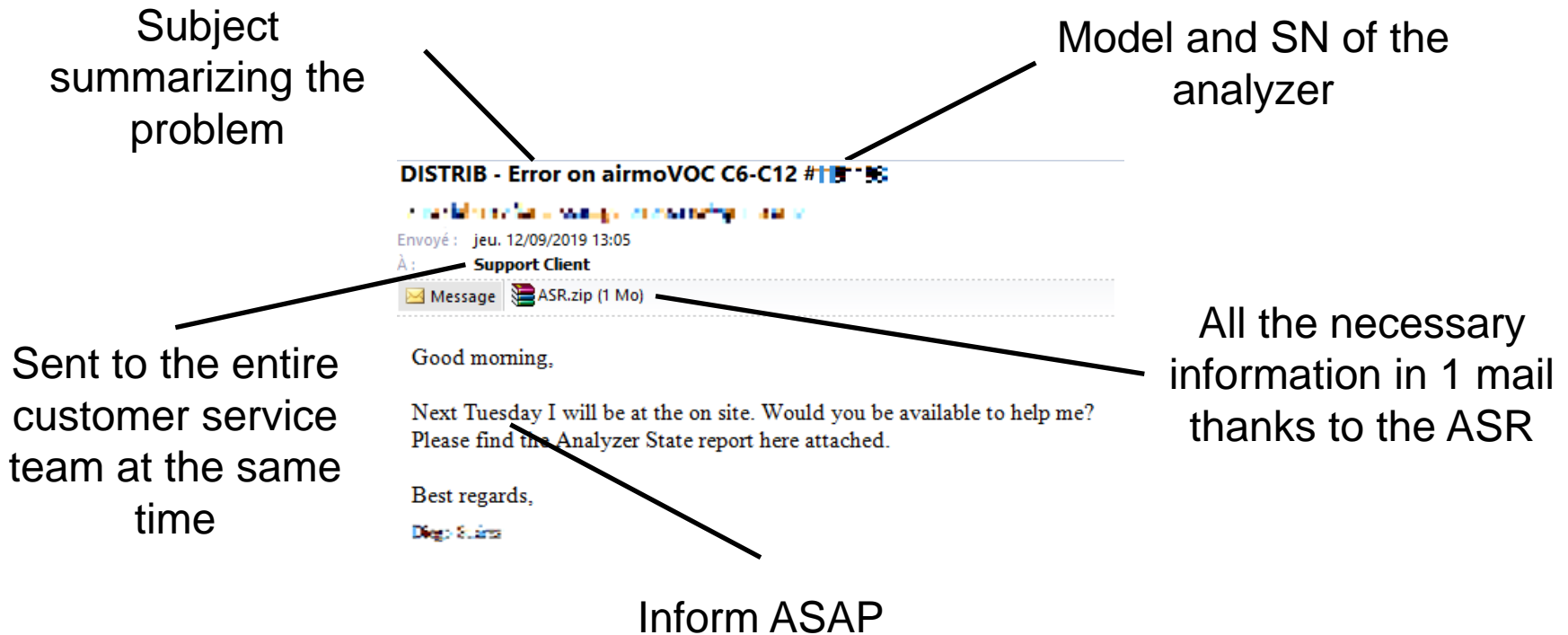
Good morning,

Next Tuesday I will be at the on site. Would you be available to help me?
Please find the Analyzer State report here attached.

Best regards,

Diego Suarez

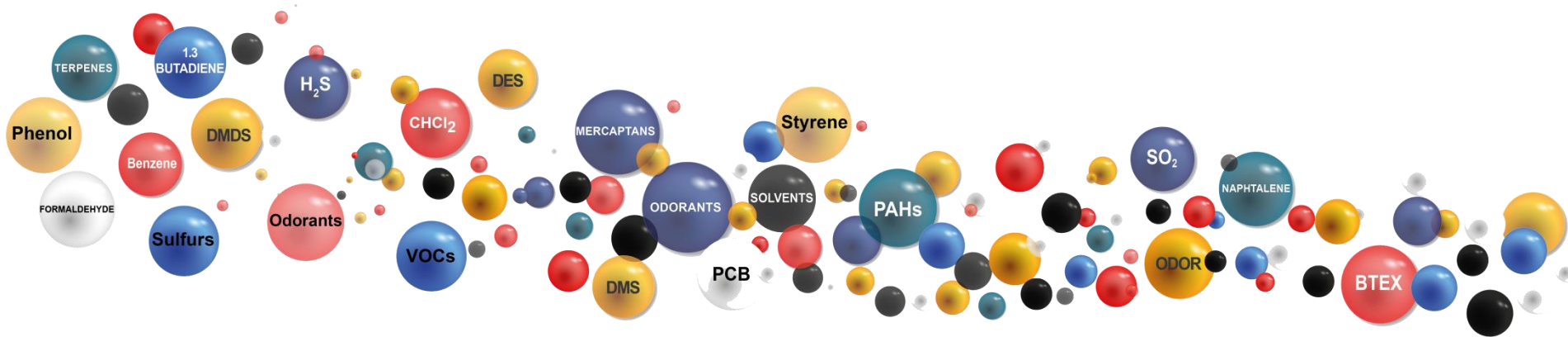
The Anatomy of a Good Email



Our response priority policy:

- Trained distributors (not to your customers)
 - Free technical training sessions!
- Analyzers under warranty
- Technical assistance and support contract
 - 10h per year of technical and applicative remote assistance (by phone, e-mail or TeamViewer).

XXX021	* 1 year technical assistance with web remote control for instruments (authorized Internet connection is required) - no modem included	1 257 €
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Need even more info?

CORPORATE WEBSITE

Corporate website

- Certifications



- Bulletin: monthly news
- Where to find us:
 - Conferences
 - Exhibitions
- Documents:
 - Posters and scientific publications
 - Case Studies
 - Technical Specifications (TSP)

New project? Our Sales Team will help you choose the right solution!

Save time answering our **Questionnaire** available in:

- English
- French
- Spanish
- Portuguese
- Chinese

Send it to sales@chromatotec.com



PAHs TO 14 AROMATICS TO 15 ODOR AMC SO₂ VOCs PCB OVOCs HYDRO-CARBONS SOLVENTS HALOGENATED PAMS 56 DIOXINS PRECURSORS BTEX

**THAN YOU FOR YOUR
ATTENTION!**

Questions?